



## Job Description

<b>Role:</b>	<b>Support Officer</b>
<b>Location:</b>	Home based with occasional meetings at FCN's office, West Haddon and/or Stoneleigh
<b>Hours:</b>	Part time (20 hours per week, 4 hours per day) However additional hours may be required in the event of an extreme weather event.
<b>Contract:</b>	One year fixed term contract (renewable)
<b>Reporting to:</b>	Head of Operations FCN
<b>Date prepared:</b>	December 2020

FCN is a national charity and voluntary organisation operating across England and Wales providing practical and pastoral support to farming families facing difficulties in the farm business or in the home, which are causing them stress and anxiety.

Forage Aid supports UK farmers (with a Defra holding number) who face a clear and present risk of the livestock suffering due to extreme weather and other unforeseen events.

We are recruiting a Support Officer (part time) to work within our national team. Reporting to the Head of Operations, your role is to co-ordinate the support provided by Forage Aid and to support the functions of the office team. You will split your time between the functions of the two charities as agreed.

You will be a primary point of contact for enquiries about Forage Aid and you will monitor and administer the Forage Aid in-box.

You will assist the finance manager in the day to day administrative functions of both charities and will use Advantage Fundraiser to claim Gift Aid for both charities. You will co-ordinate and administer the donations.

You will work closely with the communications manager along with other members of the FCN team to promote the work of both FCN and Forage Aid.

You will support the trustees of Forage Aid, co-ordinating their meetings and preparing reports for those meetings and taking minutes of those meetings.

You will manage a database of hauliers and forage suppliers and when an extreme weather event occurs, you will be tasked with co-ordinating the response to that event (assisted by the FCN team and Forage Aid trustees.)



You will be familiar with Microsoft Office applications, particularly Excel for financial purposes and You will be technically confident in video conferencing skills and you will also have a good working knowledge of social media platforms and how to run campaigns – support for this is available.

A valid, UK driving licence and own transport is required. Mileage expenses are reimbursed.

### **Job specification for Support Officer**

#### **“Must have” qualifications:**

To have completed Higher Education (A levels or equivalent)

Full, UK, driving licence and access to own vehicle.

Is organised and efficient and can cope under pressure responding to emergencies in a calm and measured way

Confident, personable, able to promote FCN and Forage Aid and adapt to the culture of the charities

Excellent face to face and on-line communication and presentation skills and able to address people from a range of sectors.

Proficient at using MS Office suite programmes including Word, Excel and PowerPoint.

A team player who is well motivated and able to work independently for prolonged periods.

Ability to be home-based and work in a mobile and flexible fashion.

Sympathetic to the mission and ethos of FCN which is founded on Christian principles and to the purposes and ethos of Forage Aid.

#### **Desirable to have qualifications:**

A background in farming or associated businesses – able to discuss farming matters knowledgeably.

Is used to working effectively in small teams

Has worked in the charity sector previously.

Has had experience in the forage sector / logistics and or emergency response sector.

Is used to working with trustees and people at all levels of an organisation

Salary; £12,000 - £15,000 (subject to experience and qualifications) one year contract. 20 hours per week. Paid monthly.



